POTENTIAL WATER SERVICE INTERRUPTION NOTICE

WILLOWBROOK WATER SYSTEM

Effective November 19, 2026

November 12, 2026

Please be advised of a **potential water service interruption** due to reservoir remediation work identified through a recent structural assessment, being facilitated by the Regional District of Okanagan-Similkameen (RDOS) Public Works.

WHEN: Effective Thursday, November 19, 2026, until further notice
POTENTIAL INTERRUPTION: Only if a power outage or other service disruption occurs
LOCATIONS: All Willowbrook Water Service connections

The reservoir remediation is necessary to address deficiencies identified during a recent structural assessment. During the remediation period, the reservoir will be drained and unavailable for water storage. While water service is expected to remain available, a power outage could potentially result in a temporary interruption of water service until operators are able to restart the system.

To prepare for the potential water service interruption, please ensure that you have an adequate supply of water on hand for domestic use.

Following any interruption, you may experience temporary water quality issues such as:

- Discoloured or brown water
- Increased turbidity (cloudiness)
- Suspended particles or sediment

RDOS Public Works will flush the system as needed to help minimize these impacts.

If your water is discoloured:

- Run **cold water only** from a tap or outdoor hose until the water runs clear
- Check that the water is clear before doing laundry to help prevent staining or discolouration of clothing

For further information, contact RDOS Public Works at 250-490-4135 during regular business hours, 8:30 am to 4:30 pm, Monday through Friday.
For after-hours water emergencies, please call RDOS Regional Dispatch at 250-490-4141.

Thank you for your patience and cooperation while these important improvements are completed.

RDOS Public Works